



NETWORK TELEPHONE

NOW YOU HAVE A CHOICE

February 17, 2000

VIA FACIMILE

Mr. Victor Cordiano
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0580

RE: Case 289837T – Complaint of Network Telephone (NTC)
against BellSouth (BST)

Dear Mr. Cordiano:

Thank you for your assistance with the above-reference complaint. I apologize for Network Telephone's delay in responding to your January 11 request for further information. I understand the difficulty you must have in resolving a case when the companies provide conflicting dates and information.

BellSouth makes two points in its response to the Commission that I would like to address specifically. First, BellSouth implies that problems have resulted from the fact that a large percentage of NTC's orders have required clarification. In discussions with BST, they have indicated our clarification rate is not substantially different from that of other ALECs. In addition, BST often sends orders back for clarification when they do not need to be clarified. These improperly returned clarification requests are also included in BellSouth's totals as NTC problems. Examples in the matrix of clarifications that were requested in error by BellSouth are the cases of 4T Financing and Jamie Hars.

Second, BellSouth implies that, since there are only 58 cases included in the matrix and over 7,000 orders were processed, the error rate is less than one (1) percent and this is acceptable. However, the matrix provided by NTC is only a sample of the BellSouth orders for which we experienced trouble during the period in question. It does not include every order, and therefore extracting a percentage sample from this list is invalid.

I have been through the responses BellSouth has provided on the individual customers listed in the matrix. In some instances I agree there were problems on the NTC side of the order, as well as the BellSouth side. In other instances, there are problems that are strictly BellSouth problems, and which BellSouth did not address.

Victor Cordiano
Florida Public Service Commission
February 17, 2000
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For example, there are delays for Carlan Killam (8 days for repair), and for the Pensacola Interstate Fair (7 days to tag lines).

However, I recognize that asking the PSC to explore each of the complaints listed is unrealistic and would be extremely time-consuming for the PSC staff, NTC, and BellSouth. For this reason we will consider this complaint closed. Network Telephone intends to improve our relationship with BellSouth, and thus improve service to our customers.

We will continue to study problem orders on a going-forward basis. If necessary, we will provide the commission with future documentation of problem areas, when and if the problems exceed what we consider to be an acceptable level. NTC will provide this information as a percentage of total orders, with back-up documentation available on an individual customer basis.

Thank you again for the time you have spent on this matter.

Sincerely,



Arvil Fowler
Chief Technical Officer

cc: Bill French, BellSouth
Scott Griffin, BellSouth
Mitch Dantin
Brent McMahan

DEMARCATON SAMPLE PROBLEMS

Issue Raised to BellSouth in late April 2001 in instance of Shreveport Auto.

Final response on the general issue received June 29, 2001.

Continuing to experience problems with service left on poles, and outside interior demarc.

Example of BST using the regulatory process for further delays (Lake Mary central office).



BellSouth Telecommunications, Inc. Fax
Interconnection Services
500 North 19th Street
9th Floor
Birmingham, AL 35203

June 29, 2001

Mr. Mitch Dantin
Network Telephone, Incorporated
815 South Palafox
Pensacola, Florida 32501

Dear Mitch:

This is in response to an issue raised by Mitch Miguez of Network Telephone on May 10, 2001, during a conference call between BellSouth and Network Telephone, regarding the delivery of services to a demarcation point at two of Network Telephone's end user locations. The two end user locations in question are Shreveport Auto Leasing and Princeton Place Apartments. Before responding to the two cases in question, I will first address the general demarcation point issue that Margaret Ring from Network Telephone raised in an e-mail dated May 10, 2001, to BellSouth.

Ms. Ring pointed out that the current Interconnection Agreement states in Attachment 2, 2.1.2,

"The local loop network element is defined as a transmission facility between a distribution frame (or its equivalent) in BellSouth's central office and the loop demarcation point at an end-user customer premises, including inside wire owned by BellSouth" (emphasis added).

Ms. Ring maintains that this language supports a contention that BellSouth must always place the Unbundled Network Element (UNE) loop demarcation point inside an end user's premises. This is not correct. The term "inside wire" as used in the Interconnection Agreement is taken from the Federal Communication Commission (FCC) rules defining a loop. In other Incumbent Local Exchange Carrier (ILEC) territories, "inside wire" includes facilities that the ILEC owns and utilizes on the regulated side of the demarcation point. "Inside wire" in BellSouth's territory is a deregulated facility that exists on the end user's side of the demarcation point. BellSouth does not own any inside wire that is associated with the provision of its regulated services. However, the demarcation point will be a fixed point where BellSouth's network facilities end.

Notwithstanding the above, please be assured that BellSouth will deliver UNE loops to the established demarcation point. Thus the loop may include Unbundled Sub-Loop-Intra-building Network Cable (USL-INC) and/or Network Terminating Wire owned by BellSouth, both of which could physically reside inside of a building structure. However, if the end user or property owner has designated a new or existing demarcation point to

be located outside the building structure, BellSouth will deliver all services, including BellSouth's retail services, at such designated outside demarcation point locations.

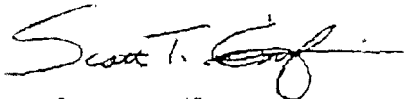
In the case of Shreveport Auto Leasing, the demarcation point for all of BellSouth's existing services is on an Outside Network Interface (ONI) device located, in this case, high on the building next to a building eave entry point. BellSouth did, in fact, deliver Network Telephone's UNE loop at the same demarcation point as with all of BellSouth's retail services. Any wiring work on the field side of the end user's demarcation point at this or any other location is performed on a deregulated, billable basis. BellSouth believes that such a situation (i.e., ONI located high on a building) is probably a configuration that will rarely be encountered again by Network Telephone in its relationship with BellSouth.

In the case of the Princeton Place apartments leasing office, the established demarcation point for all of BellSouth's services is at two multi-pair ONIs located on the side of the building. This is typical for small business locations and single-family residences. Network Telephone's UNE loop at this location was delivered to the demarcation point at the ONIs.

In summary, BellSouth delivered Network Telephone's UNE loops correctly and consistent with the delivery of its own retail network services in both situations and the Interconnection Agreement. In the future, if any question arises concerning the location of the demarcation point, upon your request, BellSouth will arrange a field check to assist Network Telephone in determining where the loop will be delivered.

If you have additional questions, please feel free to call me at 205-321-4958.

Sincerely,



Scott T. Griffin
Regional Account Manager
BellSouth Interconnection Services

Margaret Ring

From: Scott.Griffin@bridge.bellsouth.com
Sent: Monday, June 04, 2001 6:32 PM
To: Margaret.Ring@networktelephone.net
Cc: Brent.McMahan@networktelephone.net; William.French2@bellsouth.com;
Mitch.Miguez@networktelephone.net; Pinky.Reichert@bellsouth.com;
Sheila.Rockett@bridge.bellsouth.com
Subject: RE: Demarc Issue

Margaret-

I wanted to update you on the written request from Network Telephone regarding the Demarc Issue and the FCC part 68 ruling. It appears that I will not have a copy of our written response for you by our meeting on Thursday, June 7. I had hoped to have a copy by then, but the response is still circulating and once I receive the final draft, I will forward to you for your review. If things change and I get a copy, I will bring it with me.

Thanks!
SG

Margaret Ring

From: Margaret Ring
Sent: Thursday, May 31, 2001 10:08 AM
To: 'Scott.Griffin@bridge.bellsouth.com'
Cc: Brent McMahan; Mitch Miguez; 'william.french2@bellsouth.com'
Subject: RE: Demarc Issue

Importance: High

Scott,
You had indicated in your voice mail to me that we could expect a written response on the demarc issue by your visit next week. I just wanted to confirm you would still be bringing this with you. I would like BST to address the contract language which includes defining the loop to include "inside wiring owned by BellSouth." In BST's opinion, when would this apply, if you believe the FCC Part 68 Minimum Point of Entry definition applies? I would also like the written reply to address the parity issue, or in other words, to confirm that BST treats our orders the same as it would its own retail orders.

Thanks,
Margaret

-----Original Message-----

From: Scott.Griffin@bridge.bellsouth.com
[mailto:Scott.Griffin@bridge.bellsouth.com]
Sent: Wednesday, May 30, 2001 4:53 PM
To: mitch.dantin@networktelephone.net; mitch.miguez@networktelephone.net
Cc: margaret.ring@networktelephone.net;
vinnie.oddo@networktelephone.net; William.French2@bellsouth.com;
Sheila.Rockett@bridge.bellsouth.com
Subject: Demarc Issue

To All-

Regarding the Demarc issue, BellSouth feels that it is in compliance with the delivery of these services as outlined in the FCC Part 68 Rules.

If you have any other questions, please let me know.

Thanks!
SG

Margaret Ring

From: Mitch Dantin
Sent: Tuesday, May 29, 2001 7:44 PM
To: Margaret Ring
Subject: RE: dmarc issue

Did you expect anything less?

-----Original Message-----

From: Margaret Ring
Sent: Friday, May 25, 2001 2:04 PM
To: Mitch Miguez; Mitch Dantin; Brent McMahan; Vinnie Oddo
Cc: Ann Powell
Subject: dmarc issue

I had a voice mail from Scott Griffin today asking me to let everyone know the status of this issue. He said he had a response from their legal department saying that BST was "in compliance" in delivery of the dmarc to the "side of the building 30 feet up," and was doing the right thing in the other instances too. He did not leave me any specific details for their reasoning, but said it would all be addressed in a written response we would receive from BST, probably "not by the next conference call but hopefully by the visit he will make the week after that." I guess we'll have to wait to see what they say and go from there. Please continue to make note of any cases that come up in the interim.

Thanks,
Margaret

Margaret Ring

From: Brent McMahan
Sent: Friday, June 08, 2001 8:58 AM
To: Margaret Ring
Subject: FW: Shreveport Auto Leasing



SHPT Auto
Leasing.doc

FYI

-----Original Message-----

From: Mitch Miguez
Sent: Friday, June 08, 2001 8:42 AM
To: Brent McMahan
Subject: FW: Shreveport Auto Leasing

I hope this is what you needed on this situation. Please let me know if it is not.

-----Original Message-----

From: Kelly Spiva
Sent: Thursday, June 07, 2001 11:32 PM
To: Mitch Miguez; Scott Porter; Duane Cagle; Scott Arnold
Subject: Shreveport Auto Leasing

If anyone needs clarification on any of it feel free to call me or send me an e-mail. I'm know author.

Thanks,
Kelly

I am not sure of the dates, but I can tell you what happened each time I went out there. Duane or Scott can probably come closer to the dates than I could.

Trip # 1

Scott Porter called me about an outage. When I arrived, one of the people that work there showed me where the phone closet was. I saw that Corbett had been given this install. I first noticed that there was not an incoming line attached to the router. I looked at everything in the closet, but could not find where Bell had dropped the line. I did see a surface mount jack on the wall that said ADSL. By this time the guy that works on their network had gotten there. He told me that Bell had not dropped the line in the closet. We went outside and he showed me where Bell had dropped the line for our DSL. It was on the eve of the building approximately 30 ft off of the ground. There was an overhang about 12 ft high that extended about 4ft out from the building. After talking to him a little more I found out that there was know access to it from the attic, and that Bell had used a bucket truck to install it. At this time I called back to dispatch and asked Duane what he wanted me to do. He did some checking and called me back. He said that they were going to get Bell back out there to run it in the closet. So I told the customer what was going on, and that as soon as Bell moved it down to the closet that I would be back out to hook it all up.

Trip #2

I was told that Bell had put it in the closet and to go back out and complete the install. That I might add Corbett obviously didn't complete. When I got out there I was told that Bell had not moved it in to the closet. I immediately called Scott. Darrell Ard the Sales Engineer at the time was with me. Scott asked if I had a personal extension ladder. I told him that I didn't, but Darrell did and he said that I could borrow it if I needed it. So I told Scott and the customer that I would be back the following day to either find a spare pair on some other cable up there or run a new cable, but that when I left it would be up and running.

Trip #3

I met Darrell that next morning. We initially tried to put the ladder on the ground but the awning that I mentioned above was in the way. We had to put the ladder in the bed of Darrell's truck in order to get it around the awning. I was lucky enough to find a spare pair in one of the cables running from there into the closet. I did all the connections necessary on the external demarc and then made the connections in the phone closet. After a little while I was able to get the router up and surfing on the web. I told the network guy there what he needed to do to get his network connected to our router and I left.

About the ADSL. I found out by the network guy that the ADSL had been ordered by some lady in like California I think. Anyway he had her number and had left her a message to call him. He said he had never heard of this lady and wanted to find out why she ordered them an ADSL line.

That is about all I can think of right now. If I do think of anything else I will let you know.

COLLOCATION SAMPLE PROBLEMS

November 2000 documentation of problems with access and BST initial response. No follow-up response was ever received from BST.

Petition of BST to FPSC regarding build out in Lake Mary central office is example of BST delaying tactics:

- BST requested temporary waiver 3/30/00 and committed to have office addition built by June 30, 2001.
- July 3, 2001 BST filed petition for permanent waiver saying, "structure and soil conditions indicate the building cannot be reasonably expanded" and requesting a permanent waiver while they "search for a replacement site." No reasonable person could believe it took 15 months to determine that an addition could not even be started.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for Permanent Waiver of)
Physical Collocation in the Lake Mary) Docket No.
Central Office)
_____) Filed: July 3, 2001

BELLSOUTH TELECOMMUNICATIONS, INC.'s NOTICE OF
INTENT TO REQUEST PERMANENT WAIVER OF PHYSICAL
COLLOCATION REQUIREMENTS IN THE LAKE MARY CENTRAL OFFICE

COMES NOW, BellSouth Telecommunications, Inc. ("BellSouth" or
"Company"), and files its Notice of Intent to request a permanent waiver of
the physical collocation requirements in the Lake Mary central office
pursuant to Order No. PSC-99-1744-PAA-TP issued September 7, 1999.

1. On June 30, 2000, the Florida Public Service Commission
("Commission") issued Order PSC-00-1181-FOF-TL granting BellSouth a
temporary waiver for physical collocation in the Lake Mary central office until
June 31, 2001.
2. In its Petition for Temporary Waiver filed with the Commission on
March, 30, 2000, BellSouth advised that an addition to the building would
be completed at the end of second quarter of 2001. However, further
review of the existing structure and soil conditions at this site indicate that
the building cannot be reasonably expanded. There is no further space
available for physical collocation. BellSouth is currently searching for a
replacement site for the Lake Mary Central Office.

3. BellSouth has attached the detailed diagram as required by PSC-99-1744-PAA-TP.

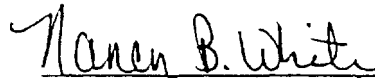
4. BellSouth will file its petition for permanent waiver 20 days from the date of this filing.

5. The original of this notice has been filed with the Division of Records and Reporting.

5. A copy of this notice has not been sent to any applicants for space.

Respectfully submitted this 3rd day of July, 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.



NANCY B. WHITE (CA)

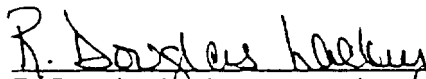
JAMES MEZA

c/o Nancy Sims

150 South Monroe Street, Suite 400

Tallahassee, Florida 32301

(305) 347-5558



R. Douglas Lackey (CA)

J. Phillip Carver

675 W. Peachtree Street

Suite 4300

Atlanta, Georgia 30375

(404) 335-0710



BellSouth Telecommunications, Inc.
Interconnection Services
600 North 19th Street
9th Floor
Birmingham, AL 35203

william.french2@bellsouth.com

Bill French
Sales Director
CLEC Interconnection Sales

205 321 4970
Fax 205 321 4343
Pager 877 850 8791

November 28, 2000

Network Telephone
Mr. Brent McMahan
815 South Palafox
Pensacola, Florida 32501

Dear Mr. McMahan:

This letter is in response to your letter dated November 22, 2000 regarding the perceived Collocation issues between BellSouth and Network Telephone (NTC). BellSouth is currently reviewing your issues at hand and is working with the appropriate departments within BellSouth to address the issues you raise in your letter. BellSouth will require some additional time in order to provide Network Telephone with a thorough and complete response. The goal of the account team is to have a written response to NTC within the next thirty (30) days.

In the interim, if you have any additional information, questions or concerns please feel free to call me at (205) 321-4970 or Scott Griffin at (205) 321-4958.

Sincerely,

A handwritten signature in black ink, appearing to read "William D. French", written over a large, stylized circular flourish.

William D. French
Interconnection Sales Director

CC: Scott Griffin, Account Manager - BellSouth
Debbie Evans, Collocation Manager - BellSouth



November 22, 2000

Mr. Bill French
BellSouth CLEC Interconnection Sales
9th Floor, 600 North 19th Street
Birmingham, AL 35203

RE: Complaint of Network Telephone Regarding Access to Collocation Sites

Dear Mr. French:

Network Telephone has experienced continuing problems receiving access to our BellSouth collocation sites. There are mainly two types of problems.

First, trouble generally occurs when there is an interior door that requires additional access beyond the exterior or key card door. Network Telephone and its vendors have been unable to gain access in a timely manner when there is an interior door, and this problem is delaying our installation schedule. We are given key or electronic access to the exterior door, but when we arrive there is additional interior door access required and we are unable to gain entry.

BellSouth Access Management has repeatedly advised Network Telephone that BellSouth is not aware of interior door key requirements until a vendor or collocater complains about lack of access. In spite of our escalation of the problems through BellSouth channels, BellSouth has not been able to offer a solution. BellSouth advises we need to put in a trouble ticket if there are access problems. This obviously causes us lost man-hours and a delay in our installation schedule. The interior door problem has occurred at the following sites: Monroe, LA (Beasley Street), Knoxville TN (Magnolia Avenue), Albany GA, Sanford FL, Orlando FL (Sandlake Road), Louisville KY (Bauer Road), Jackson TN (College Street).

In addition to this problem, we have had problems on several occasions, as you know, with local central office managers refusing to allow our vendors 24-hour access to the collocation site. Around-the clock access is included both in our contract with BellSouth and in BellSouth's tariffs. We have had this problem in Sanford FL, Delray Beach FL (West Atlantic Avenue), and West Palm Beach FL(main), among other locations.

Page Two
November 22, 2000

Network Telephone has upcoming collocation work as listed below. I'm requesting your help to determine in advance if interior door key access is required in these locations and if so, to have BellSouth to provide us with access to both exterior and interior doors by the dates listed below so we can maintain our installation schedule. We also request that the local manager be instructed to comply with our contract requiring access 24 hours a day, 7 days a week.

Site	CLLI	Date Work Begins
Orlando, FL	ORLDFLSADS0	12/4/00
Orlando, FL	ORLDFLPCWO3	12/4/00
Orlando, FL	ORLDFLPHDS0	12/4/00
Boca Raton, FL	BCRTFLMADS1	12/9/00
Boca Raton, FL	BCRTFLBTDS0	12/9/00
Boca Raton, FL	BCRTFLSADS0	12/9/00
Winston Salem, NC	WNSLNCFI74H	11/30/00
Boynton Beach, FL	BYBHFLMACG0	12/13/00
Greensboro, NC	GNBONCLANKH01	12/2/00
Winston Salem, NC	WNSLNCVINKH01	12/8/00
Greensboro, NC	GNDONCASNKH01	12/8/00
Winston Salem, NC	WNSLNCLENKH01	12/8/00
Anderson, SC	ARSNSCMA22F	12/8/00
Cayce, SC	CLMASCSW79E	12/8/00
Charleston, SC	CHTNSCLB55E	12/2/00
Columbia, SC	CLMASCSN79F	12/8/00
Columbia, SC	CLMASCSU78E	11/27/00
Easley, SC	ESLYSCMA85E	12/8/00
Greenville, SC	GNVLSWE26E	12/18/00
Spartanburg, SC	SPBGSCMA57E	12/16/00
Louisville, KY	LSVLKYSLDS0	12/8/00
Louisville, KY	LSVLKYSMCG0	12/8/00
Knoxville, TN	KNVLTNBEDS0	12/2/00
Knoxville, TN	KNVLTNWHDS0	12/2/00

Should we have any problems with access at the above locations, we will contact the Public Service Commission. Thank you for your assistance in resolving these difficulties.

Sincerely,

Brent E. McMahan, Vice President
Regulatory and Governmental Affairs

BEM/MR

Margaret Ring

From: Brent McMahan
Sent: Wednesday, November 15, 2000 2:13 PM
To: Margaret Ring
Subject: FW: Continuous Access Problems with BellSouth COs

More sordid details: today, Dorrain came to me for help with the following BST central offices: DelRay Beach (SE 2nd St. and West Atlantic Ave.) and West Palm Beach (Main, I believe). It seems Marconi has shown up at these offices, and been refused the right to work 7x24. BST's local CO foremen are saying basically that unless prior arrangements are made, Marconi will not be allowed to work outside normal hours of 8 to 5.

I have called the supposed higher CO management, but have heard back nothing....

-----Original Message-----

From: Brent McMahan
Sent: Tuesday, November 14, 2000 3:32 PM
To: Margaret Ring
Subject: RE: Continuous Access Problems with BellSouth COs

Margaret, you are so good! I am thankful to have you around....

Yes, I took Tony and Dorrian's complaint, and called Susan Vonuegal (sp) at 205-321-4792; she is the BellSouth manager over all building access for CLECs. She responded to my voice mail by calling and agreeing to get involved. We found that Jeff had gone to Knoxville for NTC equipped with only the electronic keys -- not the hard keys required for two of the COs he was visiting. Magnolia Street was one of them. Jeff was told by Tony to call the ACAC to get an escort for access since the key he needed was here (Dorrian has them all).

I had previously called her predecessor, Jan Wilkes, over the Sanford, FL issue last week. In that case, a local BST Central Office manager had refused to allow our Marconi crew access after hours. I read him, and then faxed him, our contract calling for 24X7 access.

In neither case was the BST Account Team called, mainly because there is a defined escalation procedure from BellSouth for access problems.

-----Original Message-----

From: Margaret Ring
Sent: Tuesday, November 14, 2000 3:17 PM
To: Brent McMahan
Cc: Grant Williams
Subject: FW: Continuous Access Problems with BellSouth COs

Brent,

Dorrian lists you as the point of escalation for this matter on Nov. 13. Can you give me details and BST responses? Thanks.

-----Original Message-----

From: Dornan Gerbig
Sent: Tuesday, November 14, 2000 3:15 PM
To: Margaret Ring
Cc: Donald Keith; Brent McMahan; Tony Marquis
Subject: RE: Continuous Access Problems with BellSouth COs

Margaret,

I have complied all the information I can. I am working with Tony on #6 for you. If you need any other information please let me know.

Thanks
Dorrian Gerbig

- 1) Has access has now been gained in all the listed offices? No. There are collocations that neither Network Telephone nor Bellsouth Access Management are aware of. We have been repeatedly told that the only way Bellsouth Access Management becomes aware of an interior door key problem is when a vendor like ourselves notifies Bell that there is a interior door key needed for that specific location.
- 2) I assume we have more collos in these states and do not want the problem to continue? Yes, we have numerous collocations in all Bellsouth nine states that these problems need to be addressed.
- 3) Have we addressed the issue with the account team regarding upcoming collos and received no assurance that the problem will be corrected? I personally have not.
- 4) Can dates be provided for the listed locations giving the number of days of delay? Yes. Since the beginning of October I have requested interior door keys for Monroe LA (Beasley street); Knoxville TN (Magnolia Ave); Albany GA; Sanford FL; Orlando FL (Sandlake Rd); Louisville, KY (Bauer Rd); Jackson TN (College St).
- 5) Can dates be provided for when the matter was escalated to the account team regarding past problems or upcoming collos and when they responded to us? Matters were escalated by Brent McMahan on 11/13/00 to Michael Cowgill of Bellsouth Access Management, Sandy Purvis BST Co supervisor, Romero Martinez
- 6) Can I get a list of the upcoming collos in each of these four states and the dates by which we need access for installation to provide to the commission so they can assist us in avoiding future problems?

Margaret Ring

From: Margaret Ring
Sent: Monday, November 13, 2000 9:46 AM
To: Brent McMahan
Cc: Grant Williams
Subject: FW: Continuous Access Problems with BellSouth COs

Brent,

For clarification

- 1) Has access has now been gained in all the listed offices?
- 2) I assume we have more collos in these states and do not want the problem to continue?
- 3) Have we addressed the issue with the account team regarding upcoming collos and received no assurance that the problem will be corrected?
- 4) Can dates be provided for the listed locations giving the number of days of delay?
- 5) Can dates be provided for when the matter was escalated to the account team regarding past problems or upcoming collos and when they responded to us?
- 6) Can I get a list of the upcoming collos in each of these four states and the dates by which we need access for installation to provide to the commission so they can assist us in avoiding future problems?

In order to present the best case for NTC, I need answers to these questions.

Thanks,

Margaret

-----Original Message-----

From: Brent McMahan
Sent: Thursday, November 09, 2000 3:07 PM
To: Grant Williams
Cc: Margaret Ring; Arvil Fowler
Subject: FW: Continuous Access Problems with BellSouth COs

Margaret, pls let's prepare a complaint letter to the various commissions (LA, FL, GA, & KY) on this...call me if questions. Thanks.

Brent

-----Original Message-----

From: Dornan Gerbig
Sent: Thursday, November 09, 2000 2:22 PM
To: Brent McMahan
Subject:

During the time since I have been requesting access into Bellsouth collocations I have ran upon many obstacles.

The constant problem that has arose is the fact that many collocation sites have an interior door that must be passed even after entrance has been given by the card reader or physical key.

This problem has arose in many areas.

Monroe LA--Beasley street

Shreveport LA

Birmingham AL (a list of names authorized to maintain access into the collo had to be supplied to the CO Manager)

Jacksonville, FL (a list of names authorized to maintain access into the collo had to be supplied to the CO Manager)

Sanford FL

Albany GA

Louisville KY

Rome GA
New Orleans LA

These keys can not be provided by Bellsouth Access Management in a timely manner consistent with Network Telephone's installation schedule. These interior doors are not known to exist until a vendor/employee tries to gain access.

I have been told numerous times by Bellsouth Access Management that is a collocation can not be accessed and a key can not be sent down in a timely manner appropriate with our installation schedule that we must call ACAC to put in a trouble ticket.

We should not have to call ACAC and report a trouble ticket just to get into our collocation. Under CLEC agreement Network Telephone should have access into our collocations 24 hours a day 7 days a week. If this requires calling a manager to get access than there should not be any red tape to get access into these sites.

Thank you
Dorrian Gerbig
Administrative Coordinator-Engineering
Network Telephone
850-469-9904 ext 1723

Dorrian Gerbig
Administrative Coordinator-Engineering
Network Telephone
850-469-9904 ext 1723

PERFORMANCE MEASUREMENT DISCREPANCIES SAMPLE PROBLEMS

Network Telephone Findings – May – July 2001

TOTAL SERVICE ORDER CYCLE TIME (TSOCT)

Total Service Order Cycle Time (TSOCT) measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC interface. Network Telephone's business model consists of: Business, Non-dispatch, < 10 Circuits, ordering fully mechanized, and, UNE Design, Dispatch, < 10 Circuits, ordering both mechanized and non-mechanized.

Network Telephone constructed a 14-month metrics analysis formatted from reports within BST's Performance Measurement Analysis Platform. The analysis shows that from April 2000 to May 2001, for Business, fully mech, non-dispatch, < 10 circuits, Network Telephone's TSOCT is 3.27 days compared to BST 1.52 days, compared to the overall CLEC aggregate of 3.5 days. PMAP clearly shows that BST is taking twice as long to provision its wholesale sector than it is their retail sector.

For Network Telephone's UNE Design, Non-dispatch, < 10 circuits, a six month trend analysis shows a TSOCT of 14.68 days, compared to the CLEC aggregate of 11.8 days.

Note 1: BST does not have a non-mechanized ordering process for their retail sector.

Note 2: Network Telephone shows disparate treatment for all services offered in every state (SEE DATA MATRIX).

FLOW-THROUGH

Flow-through is defined as the percentage of Local Service Requests (LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

For the month of April, BST achieved 83.98% flow through of its orders (Base Calculation), while Network Telephone achieved 53.10%. In other words, out of 1313 NTC orders submitted via LENS, BST caused errors were 347 against NTC caused error of 84. For the month of May, BST had 83.55% flow through percentage on its base calculation, while Network Telephone had a base calculation percentage of 54.77%. In other words, out of 1507 orders submitted via LENS, BST caused errors totaled 361 against NTC caused errors totaled 108.

RELIABILITY OF PMAP DATA SHOULD BE QUESTIONED

PMAP Data of questionable validity - Upon extensive review through PMAP's raw data files, Network Telephone noticed what appeared to be missing data. After retrieving NTC's internal data and comparing it to the PMAP data, we discovered 8773 UNE orders completed for the months of April and May were missing in PMAP. This brings into question the validity of the entire measurement system.

LACK OF BELL SOUTH KNOWLEDGE AND HELPFULNESS ON PMAP

Network Telephone cannot get BST to address or explain disparate treatment or PMAP's data integrity issues. Network Telephone brought the TSOCT issue to our account team on May 2, 2001. In response, they said that: "The account team will get with the PMAP Product Manager to see what is going on and provide you with a response as quick as possible." (see attached email). To date, the BellSouth Account Team has been of no help on this issue.

On May 23, Network Telephone provided our account team with numerous PONS to investigate the PMAP data integrity issue. To date, there has been no explanation.

On June 14, Network Telephone requested 12 months of Flow-through data for a trend analysis, which the PMAP process requires CLECs to perform at their expense, to identify both internal and external flow-through issues. To date the request has been ignored.

BST's failure to respond and lack of action regarding explanations and or understandings of all of the above-mentioned issues have strained relations between Network Telephone and BST's PMAP and Flow through departments. The account team improperly requested Network Telephone deal directly with PMAP and Flow through as a result of their lack of understanding of the issues. When Network Telephone contacted both PMAP and Flow through regarding these issues, Network Telephone was directed back to our account team, as they were "not responsible for these issues." Being tossed back and forth between BellSouth departments that cannot answer our questions has created unnecessary animosity and bred suspicion and mist-trust between NTC and BellSouth. It is apparent that Network Telephone is the only CLEC delving into the PMAP data and actually questioning the data.

Kyle Kopytchak

From: French, William D [William.French2@bellsouth.com]
Sent: Wednesday, May 02, 2001 4:17 PM
To: 'Kyle Kopytchak'
Subject: RE: Total Order Service Cycle Time

Kyle, this is to let you know that I did receive your e-mail and that I do have a paper copy of the same document. The account team will get with the PMAP Product Manager to see what is going on and provide you with a response as quick as possible.

Thanks,

-----Original Message-----

From: Kyle Kopytchak [mailto:Kyle.Kopytchak@networktelephone.net]
Sent: Thursday, April 26, 2001 2:16 PM
To: 'William.French2@bellsouth.com'
Cc: 'Scott.Griffin@bridge.bellsouth.com'; Craig Holloway; Mitch Dantin; Vinnie Oddo
Subject: Total Order Service Cycle Time

Bill,

Attached in Word are screen shots of our TSOCT againsts BST's and the CLEC industry. I thought this would be easier than the fax. Let me know if you need anything else.

Thanks, Kyle

<<TSOCT comp.doc>>

Report: Total Service Order Cycle Time (TSOCT) measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC

					May-01 Dispatch Avg. Intvl (Days)	May-01 Non-Dispatch Avg. Intvl (Days)
NETWORKTELE	8772	AL Resale Business	< 10 Circuits		4.94	1.82
BST		AL Retail Business	< 10 Circuits		2.85	1.47
CLEC		AL Resale Business	< 10 Circuits		6.40	1.86
NETWORKTELE	8772	FL Resale Business	< 10 Circuits		6.40	2.67
BST		FL Retail Business	< 10 Circuits		2.55	1.45
CLEC		FL Resale Business	< 10 Circuits		4.26	2.19
NETWORKTELE	8772	GA Resale Business	< 10 Circuits		9.00	2.60
BST		GA Retail Business	< 10 Circuits		3.45	1.37
CLEC		GA Resale Business	< 10 Circuits		7.04	3.12
NETWORKTELE	8772	KY Resale Business	< 10 Circuits		7.00	3.00
BST		KY Retail Business	< 10 Circuits		2.82	1.28
CLEC		KY Resale Business	< 10 Circuits		2.94	1.27
NETWORKTELE	8772	LA Resale Business	< 10 Circuits		4.56	2.13
BST		LA Retail Business	< 10 Circuits		2.77	1.27
CLEC		LA Resale Business	< 10 Circuits		3.35	1.75
NETWORKTELE	8772	MS Resale Business	< 10 Circuits		5.23	1.58
BST		MS Retail Business	< 10 Circuits		3.48	1.46
CLEC		MS Resale Business	< 10 Circuits		4.42	1.91
NETWORKTELE	8772	MS Resale Business	>= 10 Circuits		4.00	
BST		MS Retail Business	>= 10 Circuits		10.67	10.45
CLEC		MS Resale Business	>= 10 Circuits		4.00	
NETWORKTELE	8772	NC Resale Business	< 10 Circuits		5.00	2.44
BST		NC Retail Business	< 10 Circuits		3.62	1.24
CLEC		NC Resale Business	< 10 Circuits		4.28	2.05
NETWORKTELE	8772	TN Resale Business	< 10 Circuits		4.33	3.13
BST		TN Retail Business	< 10 Circuits		3.28	1.27
CLEC		TN Resale Business	< 10 Circuits		3.49	2.11

RATE ISSUES SAMPLE PROBLEMS

BST tariff showing promotions giving retail business discounts of up to 20%. Our wholesale discount on resale is only 16.81%

BELLSOUTH
TELECOMMUNICATIONS, INC.
FLORIDA
ISSUED: June 11, 2001
BY: Joseph P. Lacher, President -FL
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Twelfth Revised Page 34.0.2
Cancels Eleventh Revised Page 34.0.2

EFFECTIVE: June 26, 2001

A2. GENERAL REGULATIONS

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A The following promotions are approved by the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period	Authority
BellSouth's Service Territory ¹	Caller ID Deluxe, Enhanced	Nonrecurring charges and one	1/23/01	
-From Central Offices where	Caller ID, Enhanced Caller ID	month's recurring charges	to	
Caller ID features are available.	with Call Management and		12/31/01	
	Caller ID with Call			
	Management and Call			
	Forwarding			

(DELETED)

BellSouth's Service Territory ¹	2001 Key Customer Program	-Eligible monthly revenue is	06/26/01	(D)
	-For business customers served	discounted at percentages	to	(N)
	from wire centers in	listed below based on monthly	06/25/02	
	competitive situations.	total billed revenue (TBR) and		
	-Customers with Analog Private	applied as a credit each month		
	Line service are not eligible for	on the customer's bill:		
	this promotion.	Monthly TBR - 18 months		
	-Customers with Volume and	\$1,000 - \$3,000 14%		
	Term Contract Service	\$150 - \$999.99 10%		
	Arrangements are not eligible to	\$100 - \$149.99 6%		
	participate in this promotion.	Monthly TBR - 36 months		
		\$1,000 - \$3,000 18%		
		\$150 - \$999.99 14%		
		\$100 - \$149.99 10%		
		-50% discount will be given on		
		Rotary Line service for a		
		contract period of 18 months.		
		-75% discount will be given on		
		Rotary Line service for a		
		contract period of 36 months.		
		-Line Connection Charges		
		will be waived during the		
		promotion sign-up period.		

Note 1: Customer may elect to participate only once during each promotion.

* Registered Service Mark of BellSouth Intellectual Property Corporation

BELLSOUTH
TELECOMMUNICATIONS, INC.
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Eleventh Revised Page 35.1
Cancels Tenth Revised Page 35.1

ISSUED: December 21, 2000
BY: Joseph P. Lacher, President -FL
Miami, Florida

EFFECTIVE: January 15, 2001

A2. GENERAL REGULATIONS

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. The following promotions are approved by the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period	Authority
BellSouth's Service Territory -From Central Offices where business services are available.	Full Circle Program will include services from the "A" and "B" tariffs excluding Analog Private Line service	Former BellSouth business customers who have changed to another local service provider in the previous two years, beginning January 1, 2001, with monthly BST revenue of \$70 to \$12,500 and return to BellSouth are eligible. Customers signing an election agreement of 18, 24 or 36 months will receive a 10%, 15% or 20% discount, respectively. Eligible revenue consists of recurring, nonrecurring and usage charges excluding: <ul style="list-style-type: none"> • Nonregulated charges • Taxes • Late Payment Charges • Charges billed pursuant to Federal or State Access Service Programs • Charges collected on behalf of municipalities (including, but not limited to, surcharges for 911 service and dual party relay service) • Charges for services provided by other companies -Contract Service Arrangements (Product Level or Volume and Term) are not eligible for this program. -Line Connection Charges will be waived on the initial service order establishing that service.	01/15/01 to 07/13/01	(N)
BellSouth's Service Territory -From Central Offices where Complete Choice for Business® packages are available.	Complete Choice for Business®	A coupon that may be redeemed for a check in the amount of the Line Connection charges will be given to business customers when 1-3 lines are added to an existing Complete Choice for Business® package.	01/01/01 to 02/16/01	

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